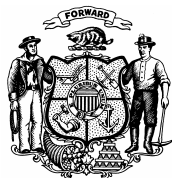


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TO: **Income Maintenance Supervisors**
Income Maintenance Lead Workers
Income Maintenance Staff
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers
Training Staff
Child Care Coordinators

FROM: Amy Mendel-Clemens
Technical Assistance, Training &
Education Section
Bureau of Eligibility Management
Division of Health Care Financing

BEM/DWS OPERATIONS MEMO

No: 06-12

DATE: 2/17/2006

FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input checked="" type="checkbox"/>	W-2	<input checked="" type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	Other	EP	<input type="checkbox"/>	★

PRIORITY: HIGH

SUBJECT: **CARES Worker Web Enhancements (February 2006)**

EFFECTIVE DATE: FEBRUARY 17, 2006

PURPOSE

This memo describes changes being made to CWW as a result of feedback and suggestions submitted by workers in local agencies.

BACKGROUND

Suggested changes to CWW continue to come in through CWW Process Help or through the [CWW Feedback](#) website. The list of suggested changes is continually reviewed and items prioritized based on the frequency of the suggestion and its effect on daily workflow. The suggested changes with the greatest impact have been implemented with this enhancement to CWW.

CWW CHANGES

SPECIAL CHARACTERS

CWW will now accept the entry of special characters, such as <, >, and % into all text entry areas on pages such as Case Comments, RFA Comments and the Employment page.

PERSON DELETE PROCESS

Filing Date. When deleting a person from the case, it may be necessary to change the program filing date if the difference between the filing date and the current date is more than three months. CWW has been enhanced to schedule the necessary program request pages when deleting an individual. CWW will prompt you on the scheduled program request pages with an event panel message instructing you to change the filing date.

Effective Date. When a person is deleted from a case, CARES will populate the current month and year as the Begin Month and the date the delete was entered as the living arrangement date in the Living Arrangement Section of the Current Demographics page.

Informational Message to run SFEX. We received feedback from several workers that the two messages given when a person is deleted from a household during the Person Delete process look too much alike and they didn't know when it was necessary to run eligibility. Therefore, the following new message will display when it is necessary to run SFEX and confirm eligibility to complete the person delete process:

<Please run and confirm eligibility to complete delete of this person. This person is part of an open assistance group and will not be deleted until eligibility is confirmed.>

CHILD SUPPORT INCOME SUMMARY SCREEN

The payment calculation method behind the Child Support Income Summary page has been enhanced (updated 2/9/06) so that a more accurate average payment amount is displayed. Prior to this enhancement, the average payment amount displayed on the new page did not always match what was posted in KIDS. The new calculation method will use the Collection Month when calculating a payment average to display.

The weekly display of payments has also been updated to correctly display all payments made from Monday to Sunday of the week listed.

CHILD SUPPORT SUMMARY SCREEN

Currently, the Child Support Summary page only displays Absent Parent information when there is a Court Order. This has been changed to display Absent Parent information regardless of whether or not there is a court order.

DROP DOWN LIST VALUES

We have changed the order in which some values appear in three reference table drop down lists. The reference tables used for State, address suffix and language will have the most frequently used values listed first within the drop down list. For example: <Wisconsin>, <Street>, and <English> will be displayed at the top of the drop down list in their respective

reference tables. The full list of values will continue to display in their regular order in the dropdown list, however, a dotted line will separate the frequently used values from the full list of values (see example below). When searching for a value using the first letter of the word, you will be taken to that value listed at the top of the list first. If you enter the same letter again, you will be taken to the first value beginning with that letter in the full list of values.

SEQUENCE INDICATOR

A sequence display indicator appears on required pages when adding necessary information. For example, when completing demographic information for each household member, the indicator tells you how many additional sequences you must enter. This indicator will be added to completed pages to show the number of sequences of that specific page.

APPLICATION REGISTRATION FORM

Currently, the recipient household address appears on the Application Registration form. An enhancement has been made so that if a mailing address is entered during client registration, the mailing address will appear on the Application Registration form.

SSN VERIFICATION CODE

The <E> verification code is no longer used and has been removed from the reference table. Many workers were getting stuck when trying to enter <E>. It is no longer necessary to enter a verification code when you do not have an SSN for an individual listed in a case. Leave both fields blank.

BACKDATE REQUESTS

Often, when workers are entering a prior month to complete a backdate request for MA, they receive the following edit message: "AE244: Begin month (employment info) cannot be prior to last month when the case is in intake/review mode." This message has been changed to better instruct the worker on how to properly enter the backdate information. The new message is:

<"Effective Month" cannot be prior to last month when the case is in Intake/Review mode. Enter current month and then use 'Enter New Begin Month' and click go to enter retro months if needed.>

DATA EXCHANGE TRIGGER

The Data Exchange trigger for New Hire, Wages or Unemployment Income information will be sent earlier in the driver flow. This means, when navigating through the driver flow at intake, review or person add, information should be displayed without delay when you get to the Employment/Unemployment Summary page. If for some reason CWW hasn't retrieved the information when you get to the Employment/Unemployment Queries, the following information message will display.

<There are some pending matches. This page will refresh automatically in 5 seconds.>

The system will then automatically retry to retrieve the request three times. If for some reason the data exchange process is still unable to load the information after three attempts, the following message will be displayed and the associated records will display a value of 'Temporarily Unavailable'.

<There are some records temporarily unavailable. Please try again later.>

ACCESS SCREENER QUESTION

Currently, an answer to "Did you use the online screener (ACCESS)?" must be entered during the client registration process, at application and review, and when certain changes are entered into the case. Feedback from several workers indicates that continuing to answer this question is frustrating and interrupts their work flow.

The "ACCESS" question will be removed from the Client Registration Additional Data page but remain on the AE General Case information page and must be asked only during the application process for new cases. A <Yes> response will remain entered in the field even when the case closes and subsequently reopens. If a case reopens, the field will be blank and require an answer at application only if the prior answer was blank, <No>, or <Did not ask>.

NOTE ➤ Because the USDA funded this project, we are required to evaluate the degree to which the online self-assessment tool increases enrollment in the FoodShare program. We are evaluating the project's success in a number of ways, including the number of "hits", or visits, to the web site and the response to this CARES question. Therefore, it is important for workers to continue to ask this question and provide us with accurate information.

CASELOAD TRANSFERS

The Case Transfer logic for CWW is being changed to always transfer cases to the lowest caseload number assigned to the county transfer coordinator. This is the same logic that was used with ACCT.

CONTACTS

BEM CARES Information & Problem Resolution Center

★Program Categories – FS – FoodShare, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHFS/DHCF/BEM/JE